

Reflective Practice Workshop

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You will get all the slides
– no need to write
everything down

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What is reflective practice?

Everyday reflections

Models of reflective practice

Overcoming barriers

Dealing with feedback

Introduction to reflective writing

What does *reflective practice* mean?



Reflective practice is the ability to reflect on one's actions so as to engage in a process of continuous learning

-Wikipedia





LONDON



NEW YORK



TOKYO



MOSCOW

Helps to overcome
'self-talk'

Shows what went
wrong/right

Aids creativity and
avoids stagnation

Overcomes
assumptions

Key part of 'emotional
intelligence'

Helps maintain
work/life balance



Is it better to reflect on positive or negative experiences?

Is it better to reflect on positive or negative experiences?



Can be very motivating

Want to replicate
success

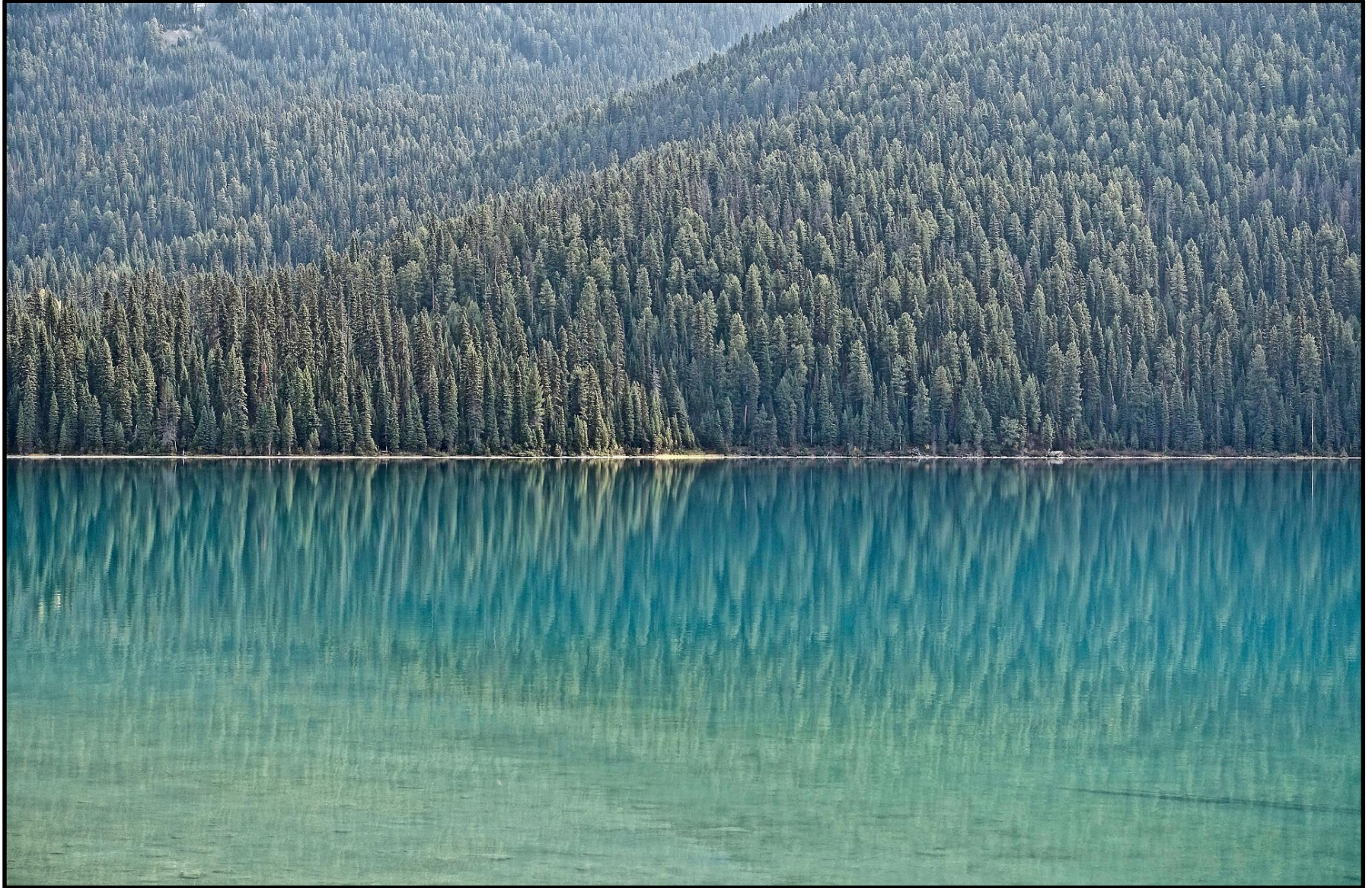
But it can overlook
problems



Easy to learn from

Always something to
improve on

But can cause
negativity



Reflection that is personal to you or close friends

On the commute

In the shower

Talking to a friend/partner at the end of the day

Journal/diary

Staff review and development

Reflections shared with others in groups/teams

Team meetings

Away days

Formal methods of reflection

Guided reflections

Journal clubs



Peer support groups

Action learning sets

Guided reflection
groups

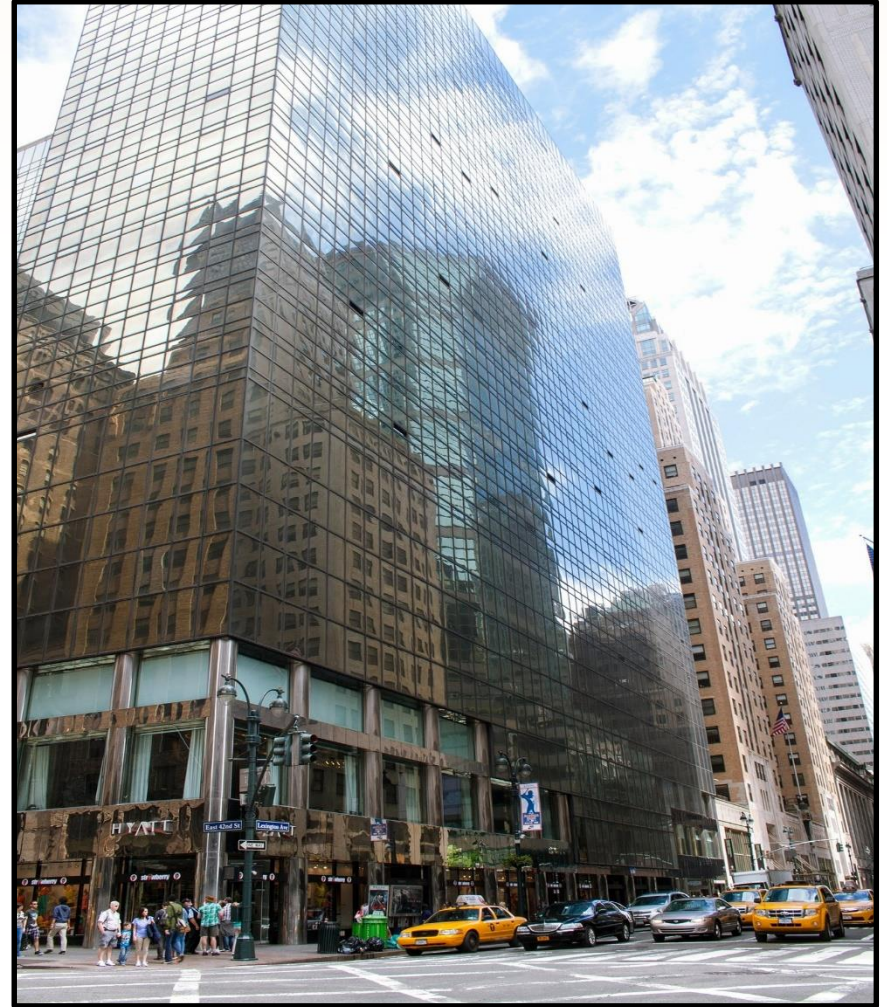
Team reflection

Set ground rules

Make sure everyone
gets a chance to speak

Resist the temptation
to offer solutions

Listen!





Sit back to back

Person A describes the diagram and Person B draws it

Three minutes then swap

No questions allowed!

Think of reflection as a philosophy not a set of activities to complete

Look at the reflection you already practice

Create an open and honest team environment

Evaluate your experiences and ask for external input





Service improvements

Personal improvements

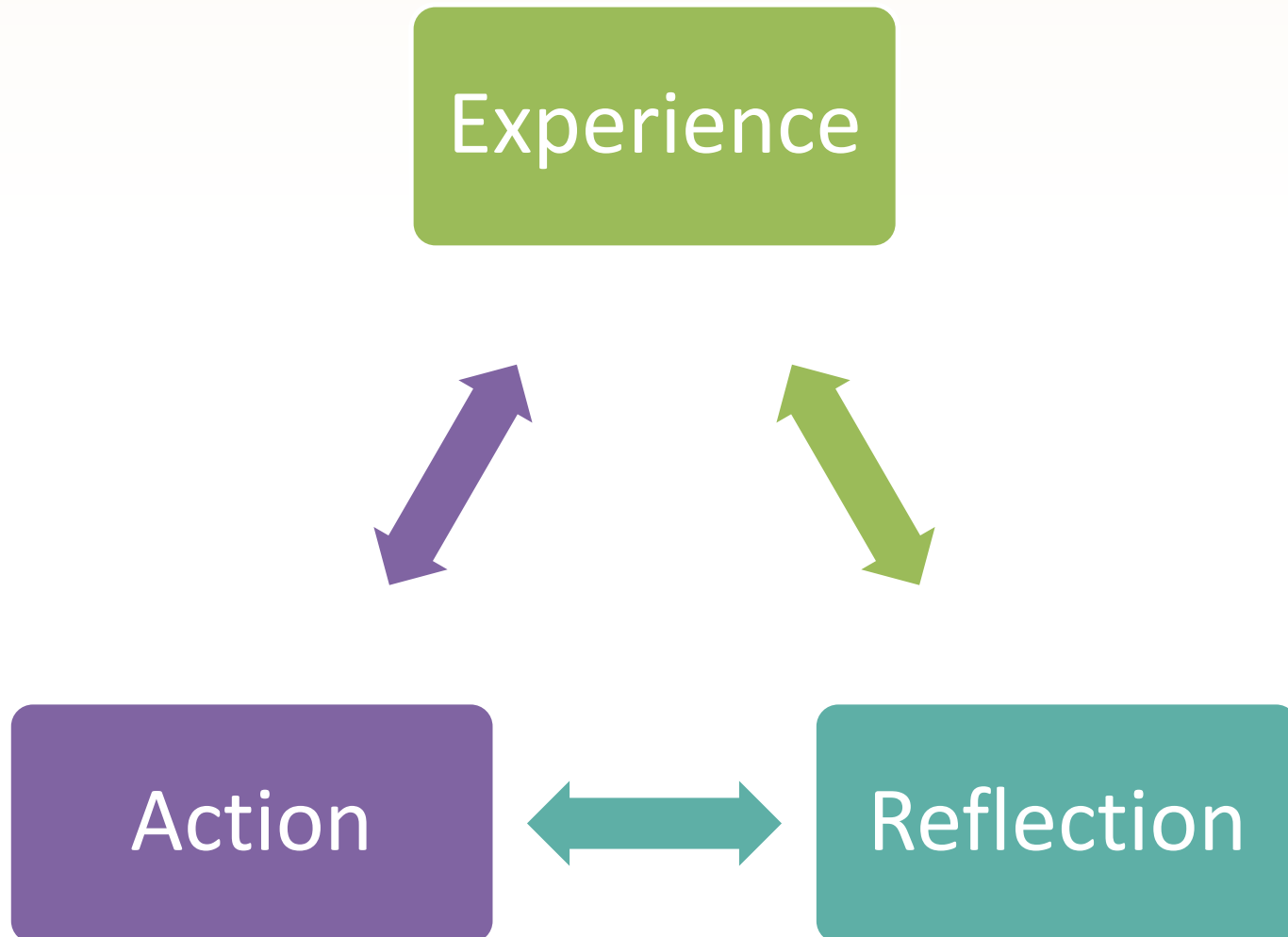
CILIP qualifications

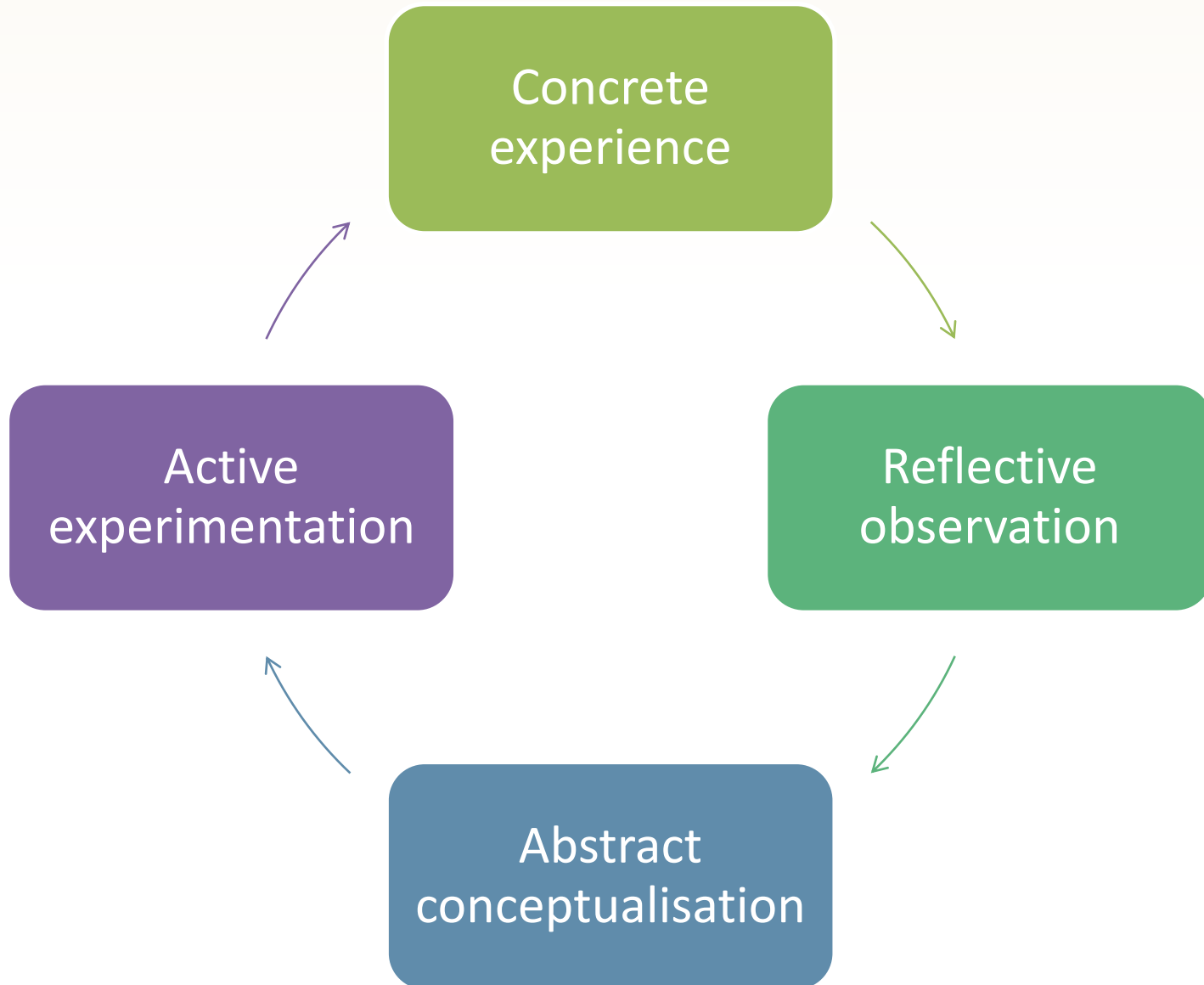
Academic qualifications

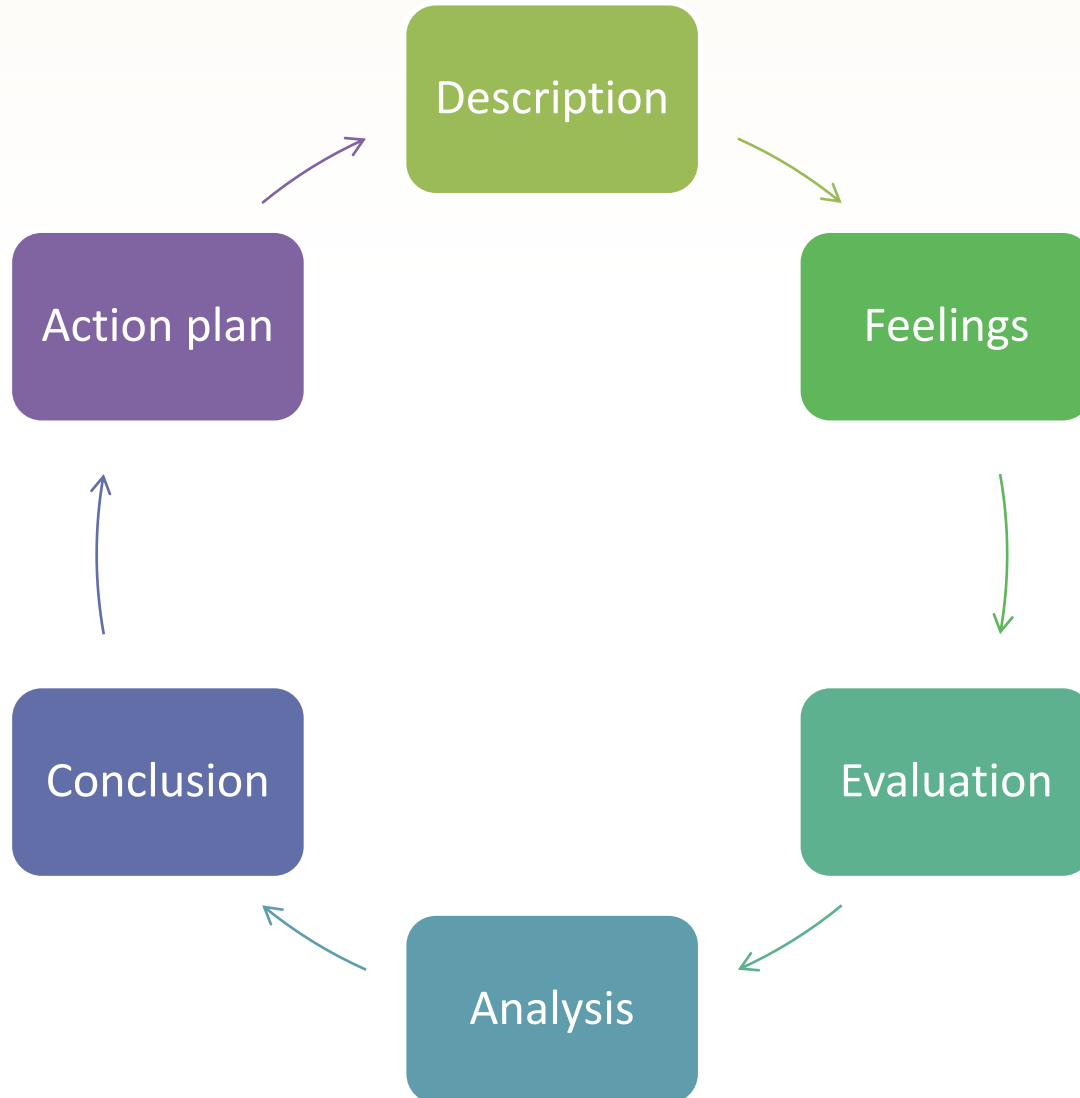
Scholarly
communication











Gives you a structure to follow

Provides a starting point

Allows you to assess all levels of a situation

Shows when the process is complete





Implies steps have to be followed a certain way

In the real world you may not start at the beginning

Models may not apply to every situation

Reflective practice is a continuous process



What are the main barriers to being reflective?

No time

Organisational culture

Lack of skill

Environment

Motivation

Yourself = biggest barrier

Make time for reflection

Set aside regular time, especially after an event. Turn off emails

Find a critical friend

Someone who you trust to be a sounding board

No right way of reflecting

Tips and techniques but you need to make them work for you





Feedback = any information you get about yourself

Receive it from multiple people every day

Can be formal or informal

Enables us to see ourselves from another point of view



Be confident in what you're saying

Be aware of tone and body language

Try to be positive rather than negative

Be specific rather than vague

Allow the other person
to respond



Think about the person giving you feedback

Do you respect this person's opinion?

Do they practice what they preach?

Do they have an agenda?

Are *they* open to feedback?

Remember to listen to what is
being said



Truth triggers

Set off by the substance of the feedback itself

Relationship triggers

Set off by the person giving the feedback

Identity triggers

Something about the feedback hits a nerve



Thanks for the Feedback / Douglas Stone & Sheila Heen



Measuring your effectiveness

Asking questions (and answering them)

Demonstrating how you have put into practice what you have learnt

Not just description!



Reflective writing is...	Reflective writing isn't...
Written in the first person	Written in the third person
Analytical	Descriptive
Free flowing	What you think you should write
Subjective	Objective
Tool to challenge assumptions	Tool to ignore assumptions
Time investment	Waste of time

Job applications

Appraisals

Written feedback

Blogging

During the research process

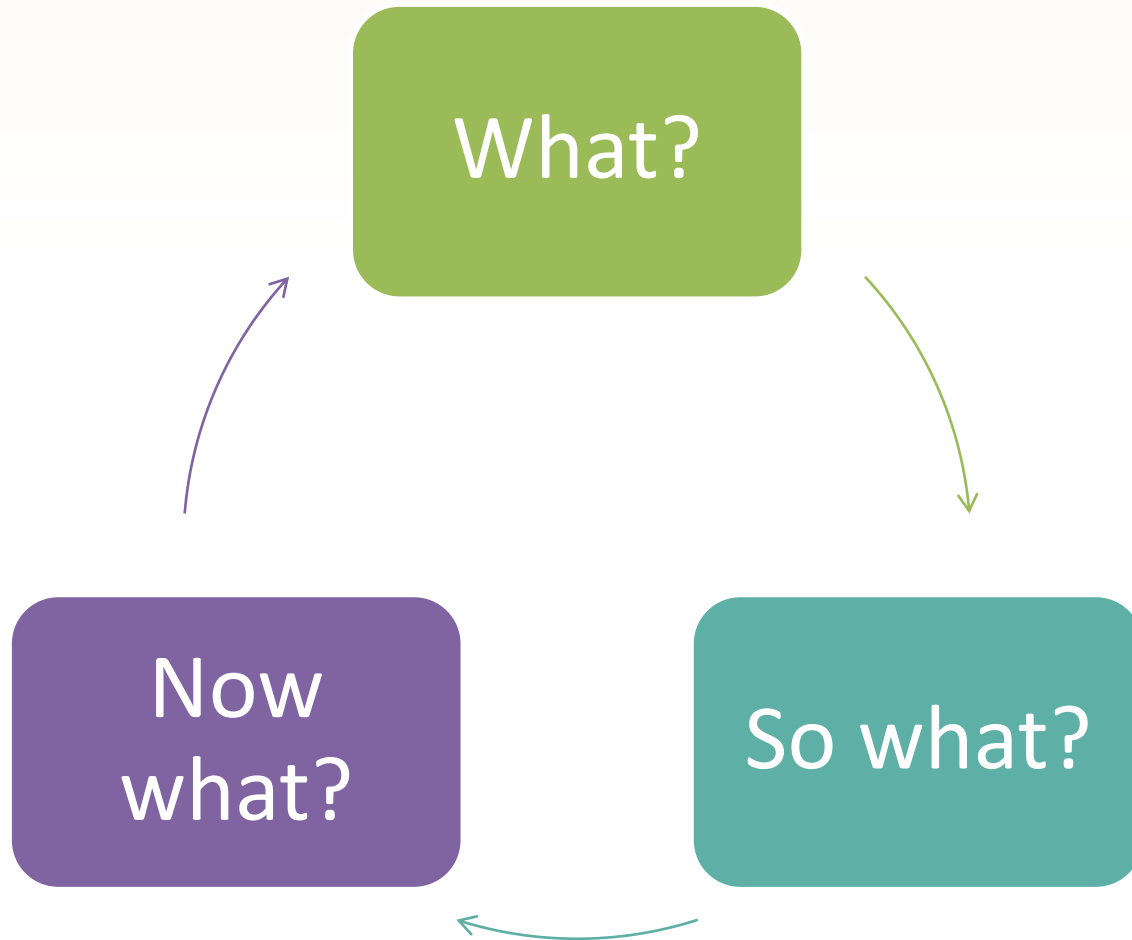
In academic writing

CILIP qualifications



“I went on a useful marketing training course”

“I identified a need to increase my marketing skills. The training course on marketing gave me lots of tips about presentation and enhanced my knowledge. I then took ideas to the publicity group and developed three for use in new publicity materials. I intend to monitor the impact of these over the coming months”



What? – describe the situation: achievements, consequences, responses, feelings and problems

So what? – discuss what has been learnt: learning about self, relationships, models, attitudes, cultures, actions, thoughts, understanding and improvements

Now what? – identify what needs to be done in order to improve future outcomes and develop learning



Person one

Describe an activity you have recently taken part in

Person two

Ask what, so what, now what?

Two minutes and switch









Time spent on reflection is an investment

Reflection doesn't have to focus on the big things

Choose the method that works for you



